LOUISIANA BOARD of PHARMACY

PMP AWARxE™ PRESCRIPTION MONITORING PROGRAM

User Support Manual

Contents

1 What Is a Requestor?

A requestor is a PMP AWAR$_X$E account type that is typically used to review a patient's prescription history. A requestor's primary task within the application is to determine if a patient should be given or dispensed a prescription based on their prescription history. Requestors are the strongest line of defense to prevent prescription drug abuse. Physicians and pharmacists are the most common type of request user. However, there are a myriad of roles that can be classified as a requestor, including those of Law Enforcement. Complete lists of available roles that fall into the requestor category are as follows:

Healthcare Professionals	Law Enforcement	Other
• Dentist • Nurse Practitioners/Clinical Nurse Specialist • Optometrist • Pharmacist • Pharmacist's Delegate – Licensed • Pharmacist's Delegate – Licensed • Physician Assistant • Physician (MD, DO) • Podiatrist (DPM) • Prescriber Delegate – Licensed • Prescriber Delegate – Unlicensed • Psychologist (Medical Psychologist)	• DEA • Drug Courts • FBI • Local Police • Medicaid Fraud Units • Multijurisdictional Task Forces • OIG • State Attorney General • State Police • State Prosecutors (District or Commonwealth Attorneys) • VA Investigator	• Board of Dentistry Investigator • Board of Medicine Investigator • Board of Nursing Investigator • State Medicaid Programs • Peer Assistance Programs/Recovering Health Professions Program • Licensing Board Investigator

2 Registration

PMP AWAR$_X$E requires that every individual register as a separate user, using their email address as their username within the system. A user is able to register as a delegate, a role which is designed to allow the user to generate reports on the behalf of another current user. An example for a delegate role would be a nurse at a doctor's office. The nurse would act as a delegate to the physician to create Patient Rx reports for the patients the physician has appointments with that day.

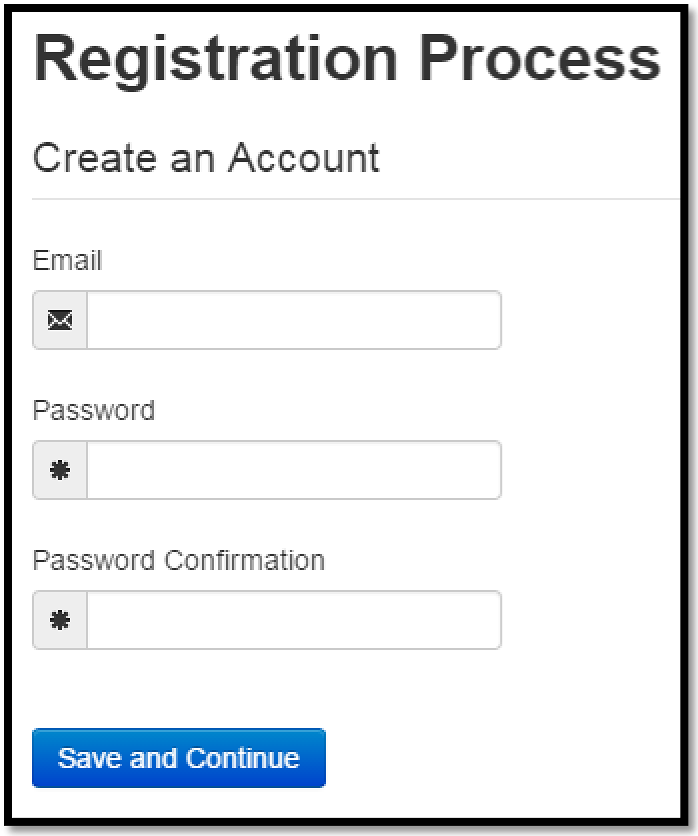
The registration process is comprised of three screens: the account settings screen, the role selection screen, and the demographics screen. All three screens must be filled out before the user can successfully submit their registration.

Some roles may also require additional documentation as designated by the Louisiana Prescription Monitoring Program (LA PMP). This documentation must be submitted prior to the user account being approved. The document(s) will be sent to the user after submitting their registration request. The user can then submit digital copies through AWAR$_X$E or mail it to the Board office for the LA PMP to review and upload.

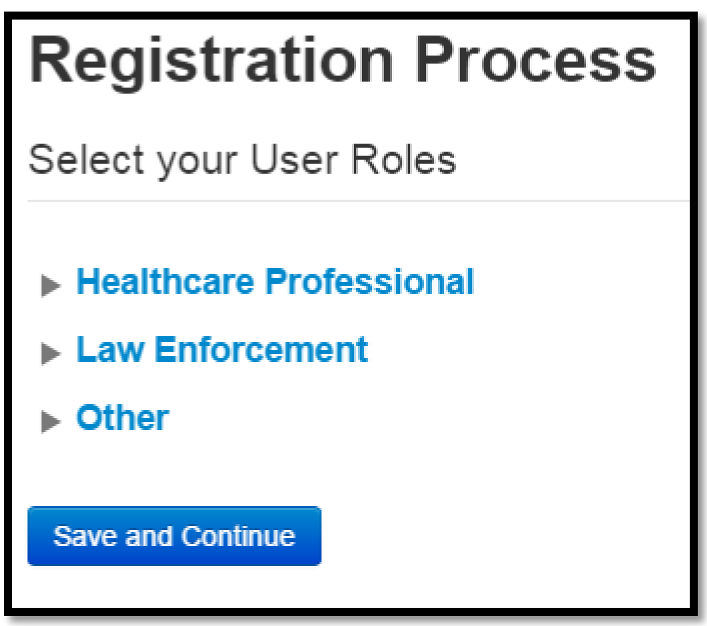
2.1 Registration Process

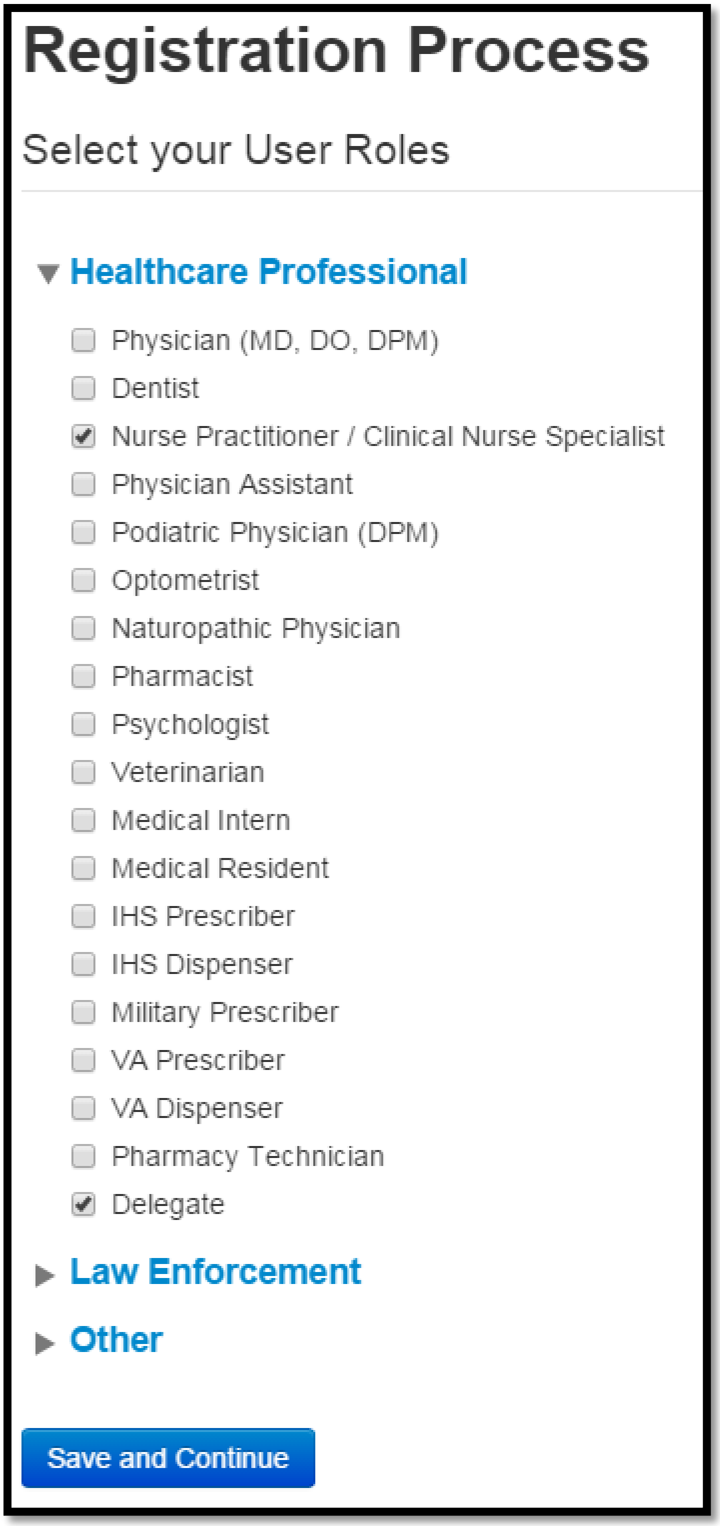
1. To request a new account in PMP AWAR$_X$E, the user must first load the login screen for the application. The login screen is located at https://louisiana.pmpaware.net/login
2. Once at the login screen, the user must click the "Create an Account" tab to begin the process.

3. The first screen displayed requires the user to enter their current, valid email address and input a password. The password must be entered twice for validation.
    a. The password must contain at least 8 characters, including 1 capital letter and 1 special character (such as !,@,#,$)



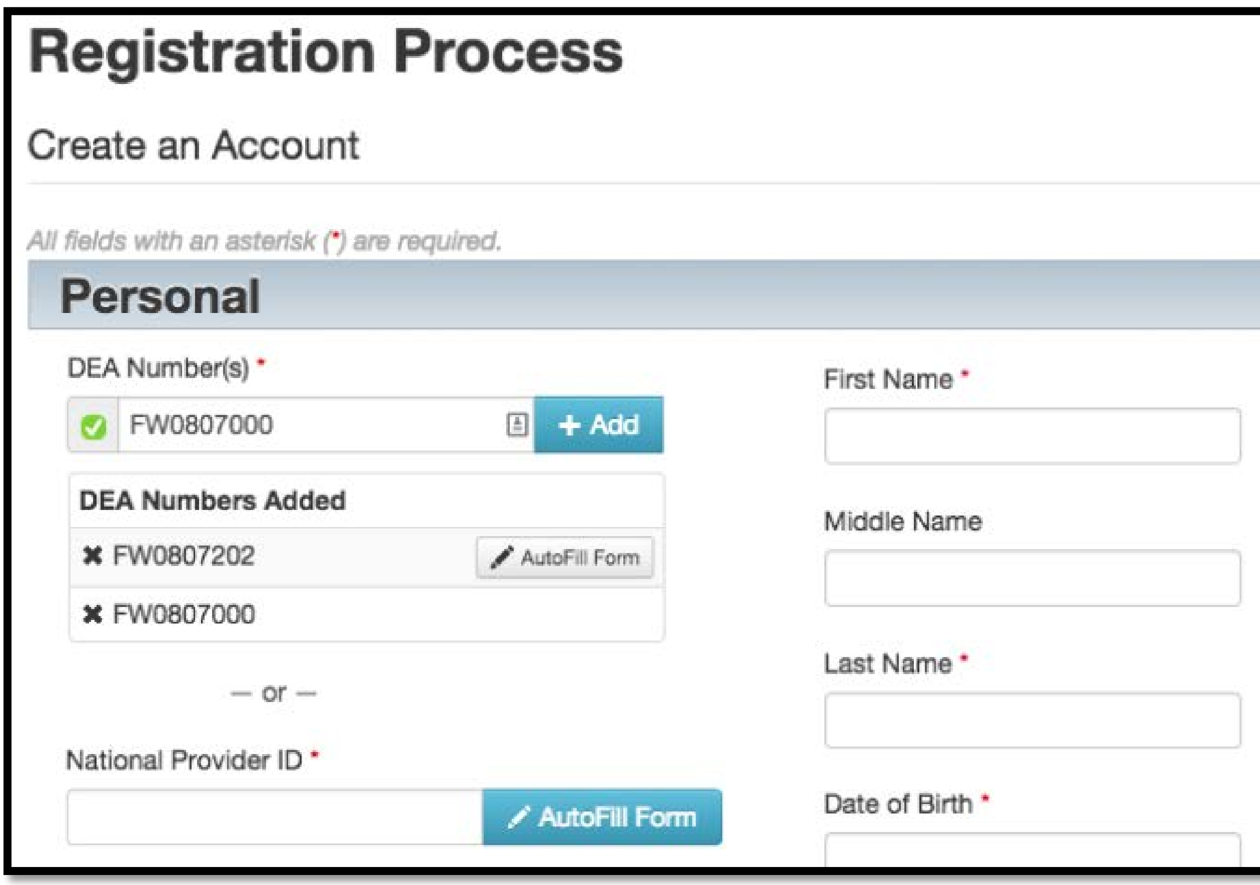
4. After the email address and desired password have been entered, the user must click the “Save and Continue” tab.
5. The second screen is for role selection. The user can expand the role categories to select the role that fits their profession.

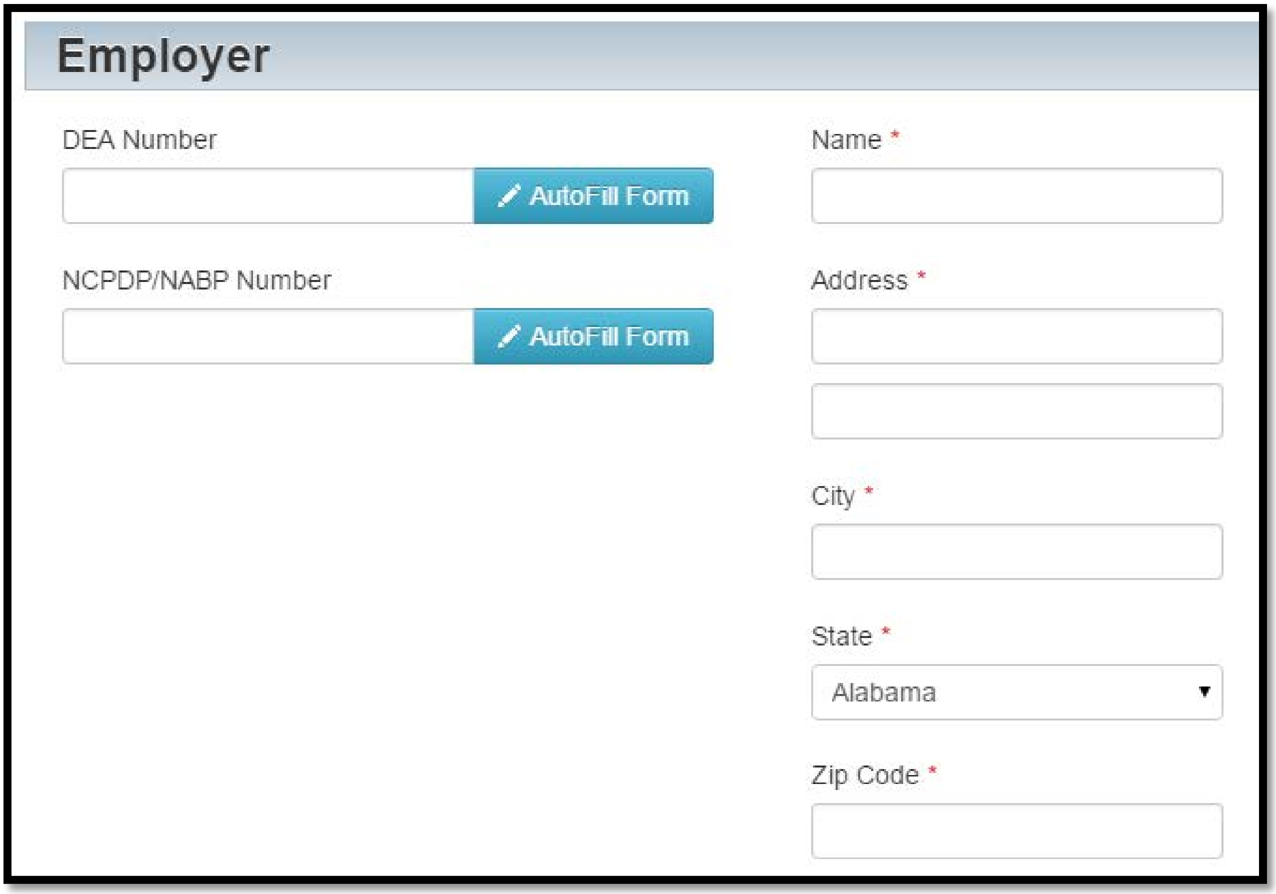




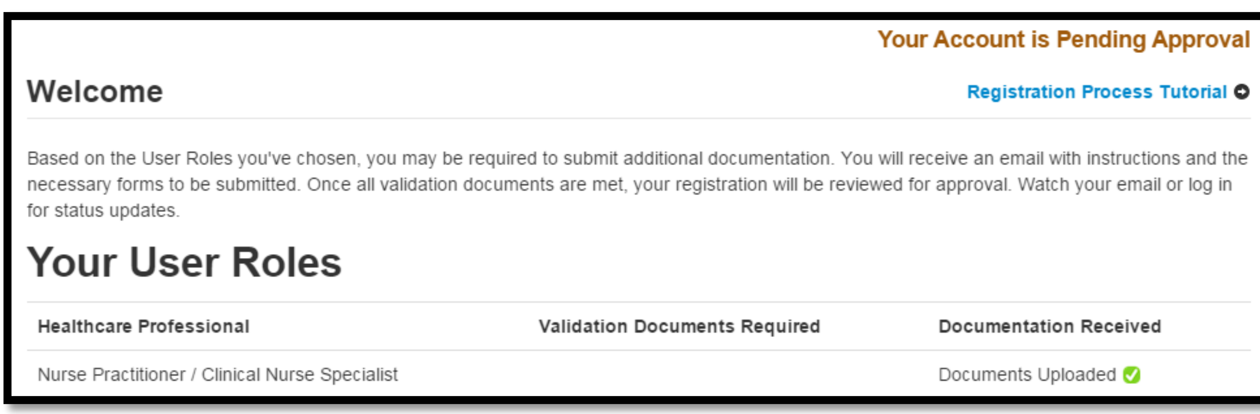
6. After the role has been selected, the user must click the “Save and Continue” tab.
7. A message is temporarily displayed to the user stating that an email has been sent to their email address for verification. The email should arrive in the user’s inbox within a few minutes and will contain a link that the user will click to verify that their email address is valid and current.

8. The final screen is the demographics screen. Here the user must enter their name, date of birth, employer information, and other information as configured by the LA PMP.
    a. Required fields are marked with a red asterisk (*).
    b. User may enter more than one DEA number if necessary.
    c. If the user or employer identifier number is located within the system, the user will be able to autofill their information and employer information using the "AutoFill Form" tabs. Searchable identifiers include DEA or NPI depending on which fields are required by the LA PMP.





9. After all information has been submitted, the user must click the “Submit Your Registration” tab to complete the process.
10. The user will be taken to a landing page notifying them if any additional documentation is required. It will also indicate the account’s current status in the upper-right corner.

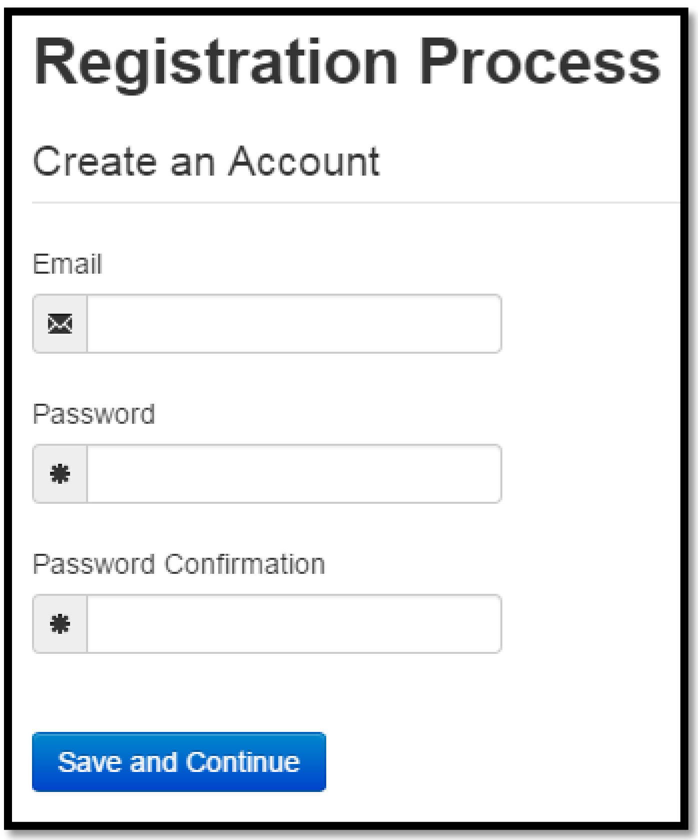


2.2 Registering as a Delegate

1. To request a new account in PMP AWAR$_X$E, the user must first load the login screen for the application. The login screen is located at https://louisiana.pmpaware.net/login.

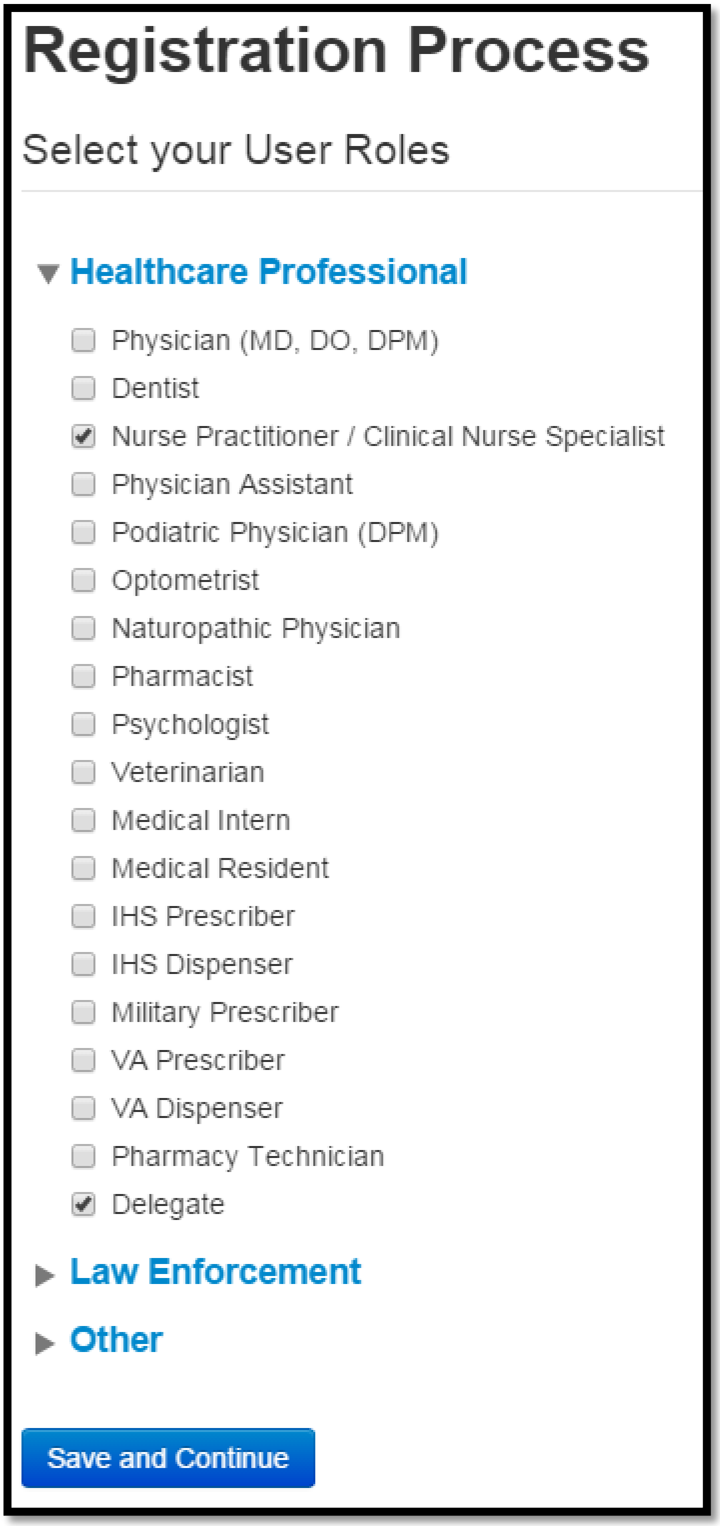
2. Once at the login screen, the user must click the “Create an Account” tab to begin the process.

3. The first screen displayed requires the user to enter their current, valid email address and select a password. The password must be entered twice for validation.
    a. The password must contain at least 8 characters, including 1 capital letter and 1 special character (such as !,@,#,$)



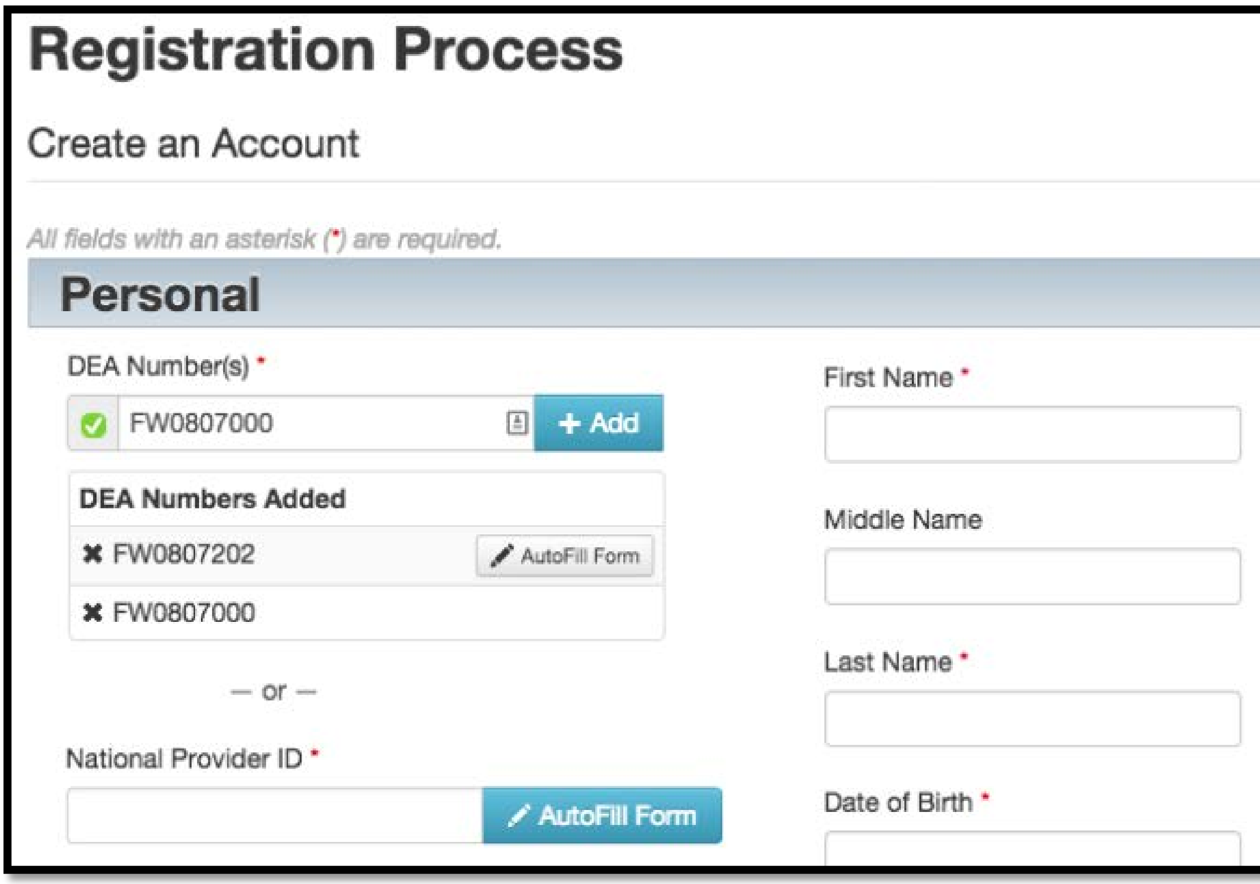
4. After the email address and desired password have been entered, the user must click the “Save and Continue” tab.
5. The second screen is for role selection. The user can expand the role categories to select the role that fits their profession.

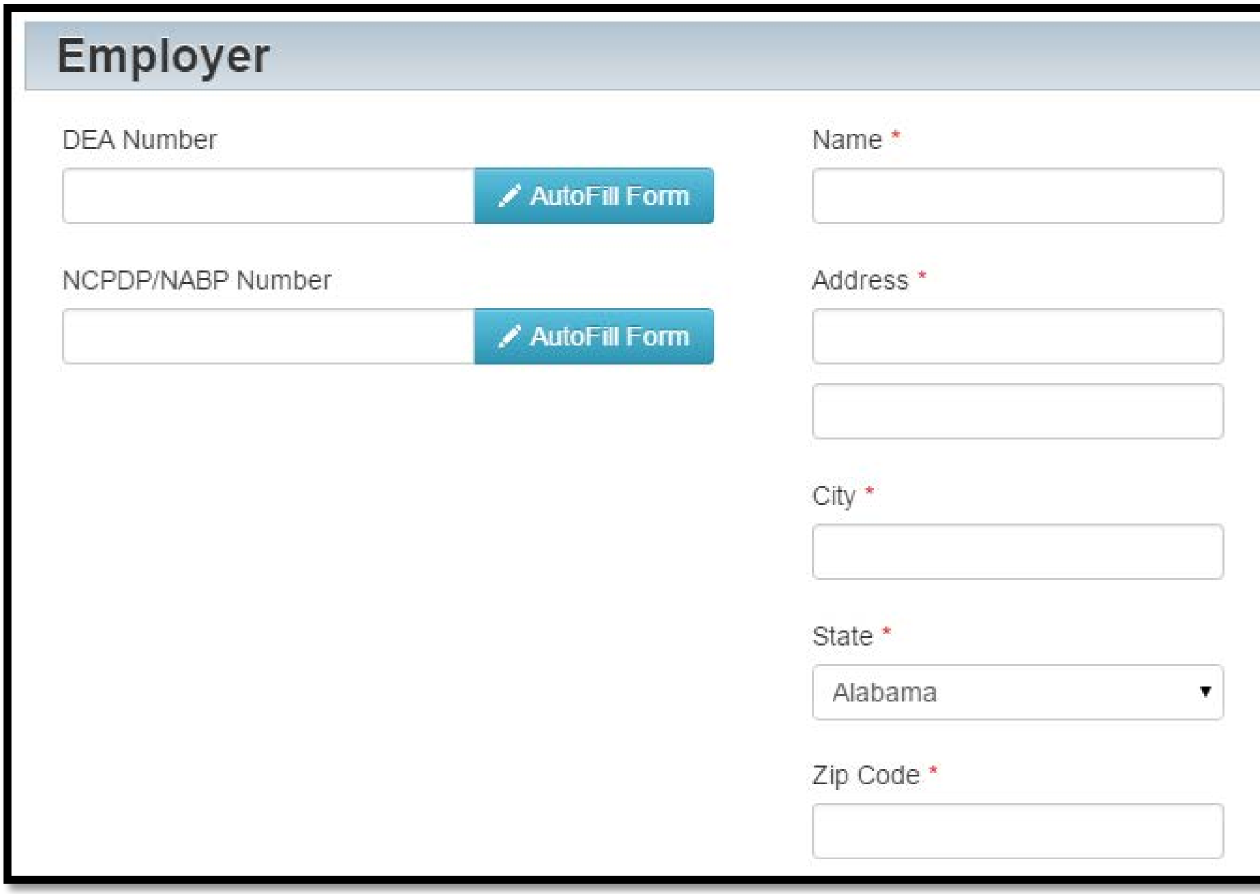

Registration Process
Select your User Roles
Healthcare Professional
Law Enforcement
Other
Save and Continue



6. After the role has been selected, the user must click the “Save and Continue” tab.
7. A message is temporarily displayed to the user stating that an email has been sent to their email address for verification. The email should arrive in the user’s inbox within a few minutes and will contain a link that the user will click to verify that their email address is valid and current.

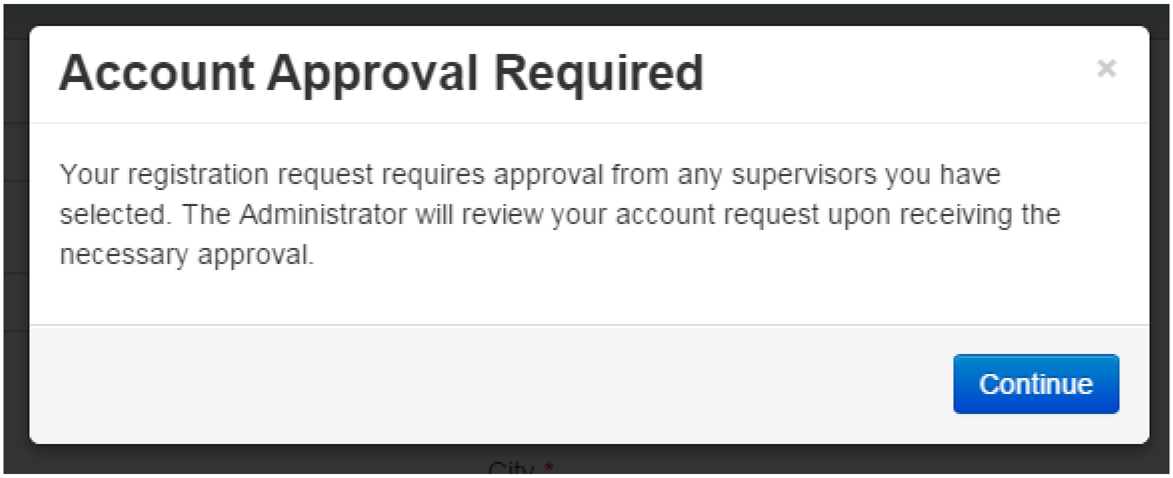
8. The final screen is the demographics screen. Here the user must enter their name, date of birth, employer information, and other information as configured by the LA PMP.
    a. Required fields are marked with a red asterisk (*).
    b. User may enter more than one DEA number if necessary.
    c. If the user or employer identifier number is located within the system, the user will be able to autofill their information and employer information using the “AutoFill Form” tabs. Searchable identifiers include DEA or NPI depending on which fields are required by the LA PMP.



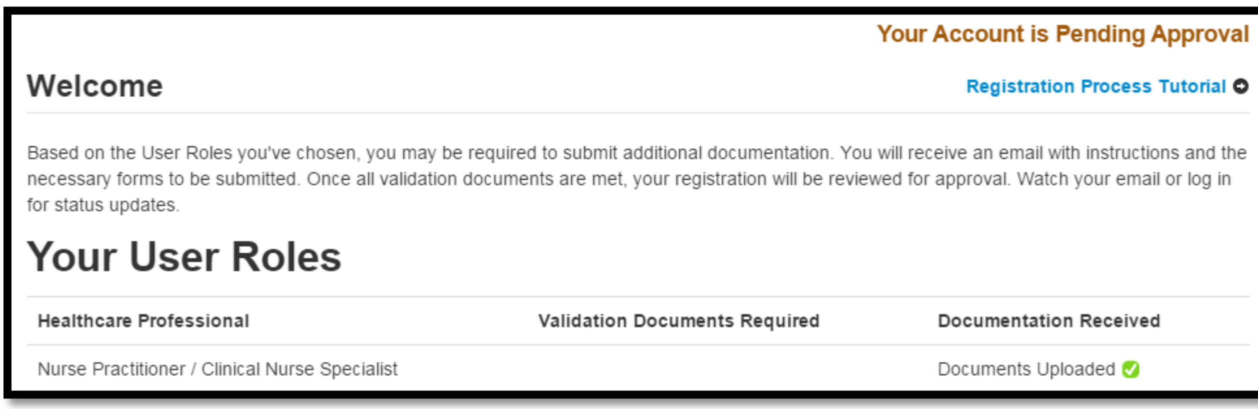


9. If the user will be acting as a delegate for another user, they must enter their supervisor's email address within the Delegate section.
    a. The user can enter more than one supervisor.
    b. The supervisor must be a registered user of the PMP AWAR$_X$E application.

10. After all information has been submitted, the user must click the "Submit Your Registration" tab to complete the process.
11. The system displays a message informing the user their request was successfully submitted but must be approved by their selected supervisor(s).



12. The user will be taken to a landing page notifying them if any additional documentation is required. It will also indicate the account's current status in the upper-right corner.



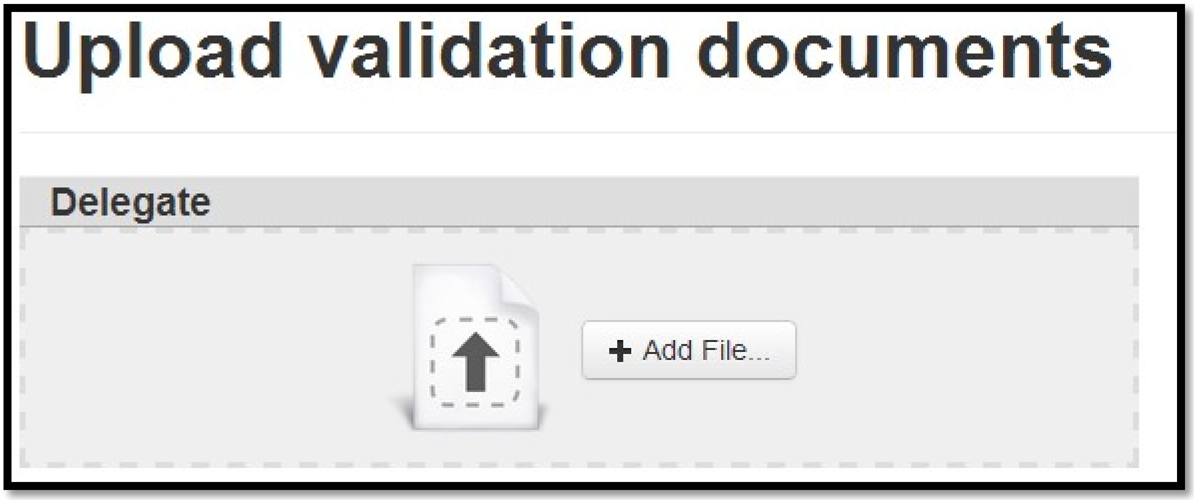
2.3 Email Verification

1. After the user enters their email and password from the registration screen, the PMP AWAR$_{X}$E application sends an email to the delegate asking for verification of an active email address.
2. The user must click the link within the email to verify their email address.
    a. The link contained within the email is only valid for 20 minutes. In the event the time has expired, clicking the link will result in a new email verification notification being sent to the user. The user must click on the link in the new email to verify their email address.
3. The user is taken to a screen displaying a message that their email address has been validated.

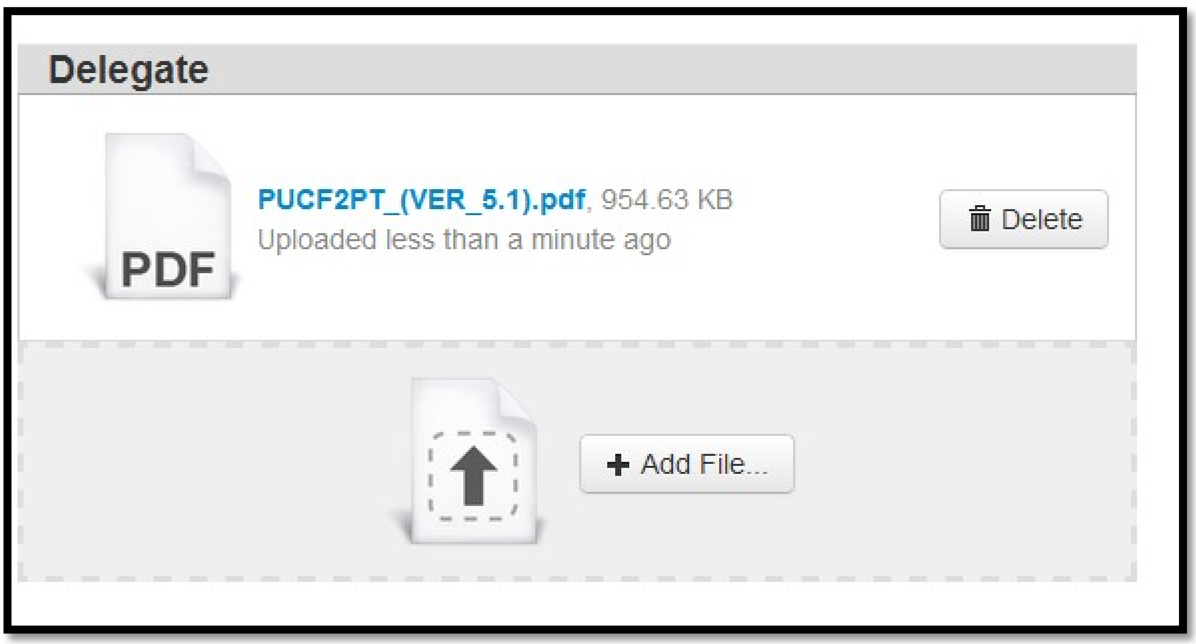
2.4 Validation Documents

1. If the LA PMP requires further validation for a role a user registered for, the user will receive an email with instructions the LA PMP has provided and the necessary forms to fill out and return to the Board office.
2. The user completes the required form(s) in accordance with the instructions.
3. The user must then submit the form(s) to the PMP AWAR$_{X}$E system by two methods (as configured by the LA PMP).
    a. The user logs in to the PMP AWAR$_{X}$E using their email address and password.

i. The user is presented with a file upload screen.



ii. The user uploads digital copies of all required forms.



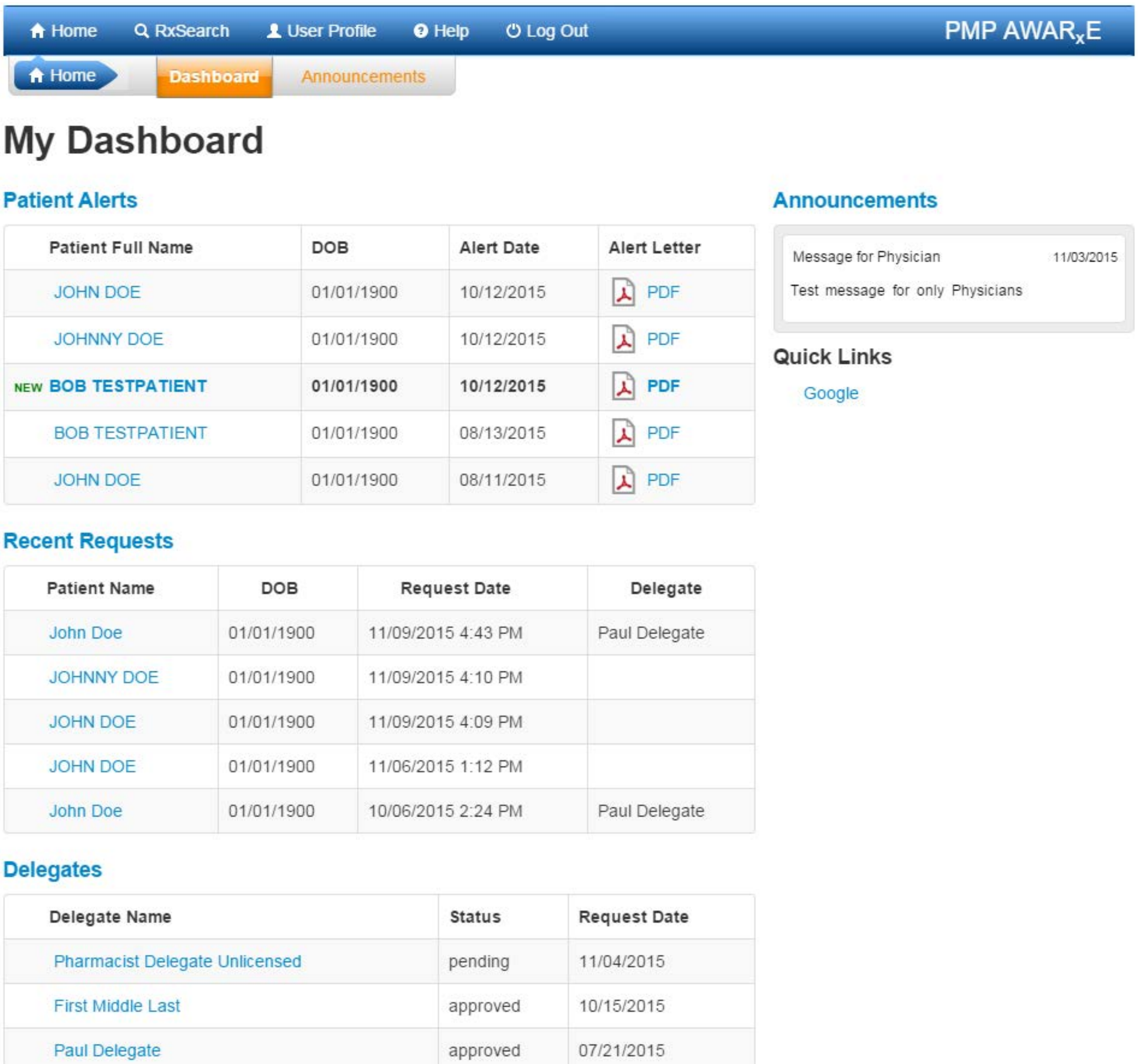
b. The user mails the forms to the Board office.
   i. The LA PMP then scans the forms and uploads the digital copies to the pending user account.

2.5 Account Approved

1. After the LA PMP has determined that all requirements have been met for the user, the account can be approved.
2. The user receives an email stating their account has been approved and is now active.
3. The user can then log in to the PMP AWAR$_X$E application using their email address and password.

3 Requestor Dashboard

The Dashboard is the first screen users see once logged in with an approved account. It provides a quick summary of pertinent items within the PMP AWAR$_X$E application, including LA PMP announcements, the user's recent patient searches, patient alerts, and their delegate's/supervisor's status.



Patient Full Name	DOB	Alert Date	Alert Letter
JOHN DOE	01/01/1900	10/12/2015	PDF
JOHNNY DOE	01/01/1900	10/12/2015	PDF
NEW **BOB TESTPATIENT**	**01/01/1900**	**10/12/2015**	**PDF**
BOB TESTPATIENT	01/01/1900	08/13/2015	PDF
JOHN DOE	01/01/1900	08/11/2015	PDF

Patient Name	DOB	Request Date	Delegate
John Doe	01/01/1900	11/09/2015 4:43 PM	Paul Delegate
JOHNNY DOE	01/01/1900	11/09/2015 4:10 PM	
JOHN DOE	01/01/1900	11/09/2015 4:09 PM	
JOHN DOE	01/01/1900	11/06/2015 1:12 PM	
John Doe	01/01/1900	10/06/2015 2:24 PM	Paul Delegate

Delegate Name	Status	Request Date
Pharmacist Delegate Unlicensed	pending	11/04/2015
First Middle Last	approved	10/15/2015
Paul Delegate	approved	07/21/2015

3.1 Recent Requests

This section shows the most recent patient searches that were performed by the user or by one of the user's delegates. Clicking the patient name will take the user to the patient report. **NOTE:** The report seen here is a historical report and shows what was reviewed when the report was initially run. For instructions on performing patient Rx history searches, see section 4.1 Creating a Patient Rx Request.

3.2 Delegates/Supervisors

This section shows the user's delegates or supervisors depending on the user's role. A supervisor can quickly change a delegate's status from the Dashboard by selecting the delegate's name. They will be taken to the Delegate Management screen where they can approve, reject, or remove a delegate from their profile. For additional information regarding delegate management, see section 5.3 Delegate Management.

3.3 Announcements and Quick Links

The LA PMP can configure announcements to be displayed to users in this section. The quick view on the right shows only the first few lines of text, but clicking on the "Announcements" tab will display the full announcement text. The announcements can be configured as role specific. For example, a user whose role is "Physician" can view an announcement specific to physicians, whereas a delegate user may not have the same announcement viewable under their profile.

The LA PMP can also configure Quick Links to webpages outside of the PMP AWAR$_X$E application.

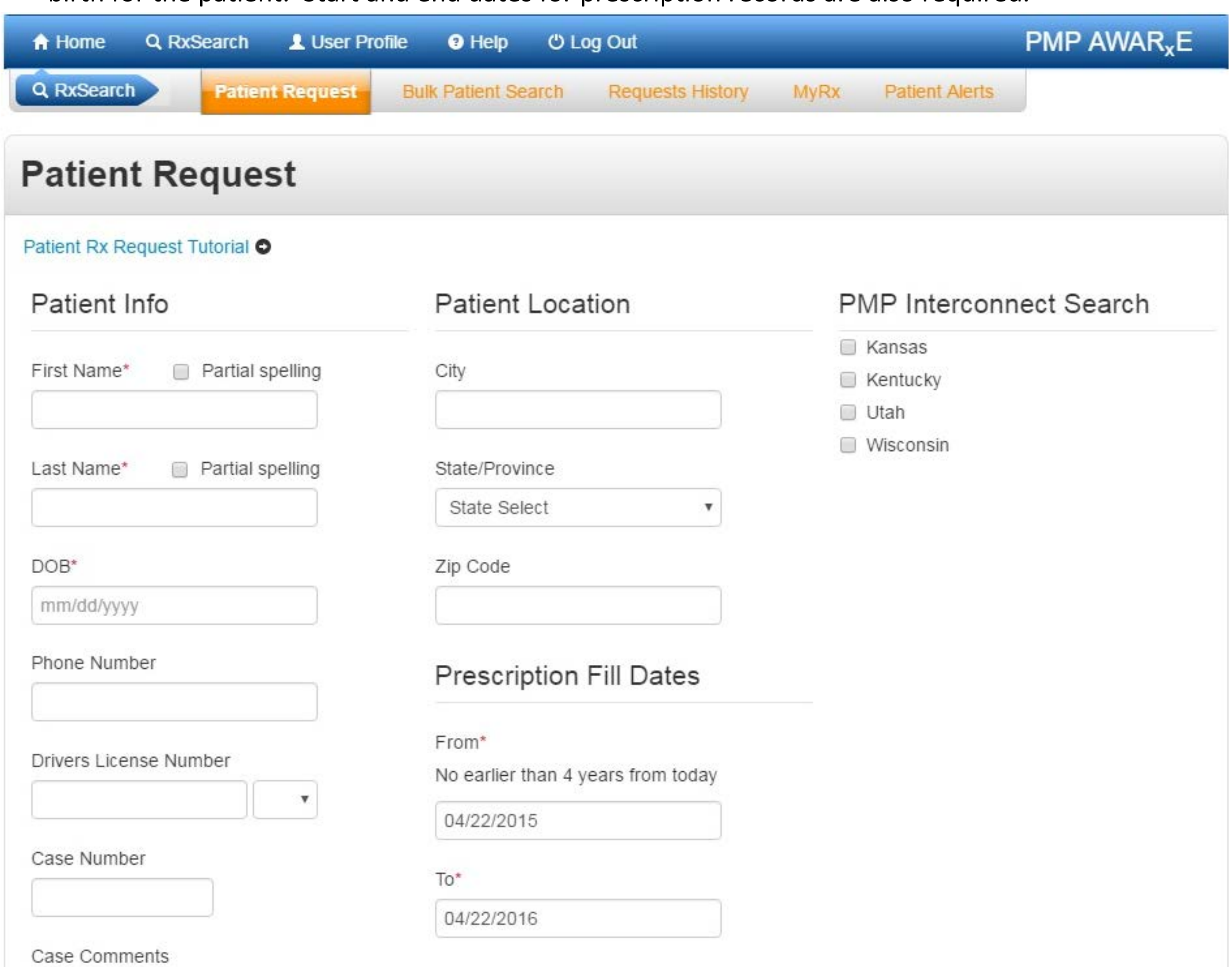
4 RxSearch

Depending on the settings the LA PMP has enabled in the portal, for general and specific roles types, there may be different options available. The screenshot above and the descriptions that follow in this section are all inclusive. If an option does not appear on the screen it has not been enabled by the LA PMP.

4.1 Creating a Patient Request

A Patient Request is a report that displays previous prescription drug activity for a specific patient.

1. A user must login to PMP AWAR$_X$E and select **RxSearch > Patient Request**.
2. This screen displays search fields for the user to lookup a patient. All fields marked with a red asterisk (*) are required. At a minimum, the user must enter a first and last name and date of birth for the patient. Start and end dates for prescription records are also required.



3. The user may complete other search fields displayed to improve accuracy of matching patient records.
4. If the user requires information from other states, the user can select the necessary states from the list of available PMP InterConnect (PMPi) states.
    a. If a state is not available within the PMPi list, the LA PMP has not configured the application to offer that state.
5. The user clicks the “Search” tab to begin.
    a. Certain roles will require LA PMP approval before viewing patient requests. In these cases, a pop-up message will be displayed and the request will remain pending in your Requests History section until it has been approved.
6. When a single patient has been identified, results are shown on the screen.
7. If the search could not determine a single patient match, the user will receive a warning message denoting multiple patient matches.

4.1.1 Viewing the Patient Rx Request

1. The Patient Rx Request report screen is comprised of four main sections: Patient Information, Prescriptions, Prescribers, and Dispensers.

2. At the top of the request, the report displays the date the request was run and the date range used to create the request.
3. If configured for your role type, the option to save the report as a PDF document or to save the report as a CSV data file may be available.
4. The Patient Information section displays the search criteria used to search the patient. A table also displays all known patient names, DOB, and addresses that have been matched for that search.
    a. The table can represent instances of a patient with multiple addresses, misspellings of names, etc.
    b. The table also lists an ID number that will match a patient’s address information to a prescription from the prescription table.

5. The Prescription table lists information related to each prescription issued to the patient within the date range searched.
    a. The Patient ID column is used to provide a link between a specific prescription and the patient name/location information.
6. The Prescribers table displays information for all prescribers who issued a prescription to the patient within the date range searched.
7. The Dispensers table displays the information for all Dispensers who filled a prescription to the patient within the date range searched.
8. Each section is collapsible. Users can click on the triangles next to each section to expand or collapse each section.
9. Each section's tables can be resized to show more or less records. Users can click and drag the bottom of the table to resize. A minimum of 2 rows are required to be displayed.
10. Columns in each section can be sorted. Clicking on a column header will allow the results to be sorted in ascending or descending order based on the column selected.
    a. Column sorting is saved when exporting the request.

4.1.2 Multiple Patients Identified

1. When submitting a Patient Rx Request, if the search criteria cannot identify a single patient, the user receives a message that multiple patients have been identified.

2. The user can refine their search criteria and rerun the report or select one or more of the patient groups identified and run the report.

4.1.3 No Matching Patient Found

1. If a user searches for a patient and no match can be found, the below message is displayed:

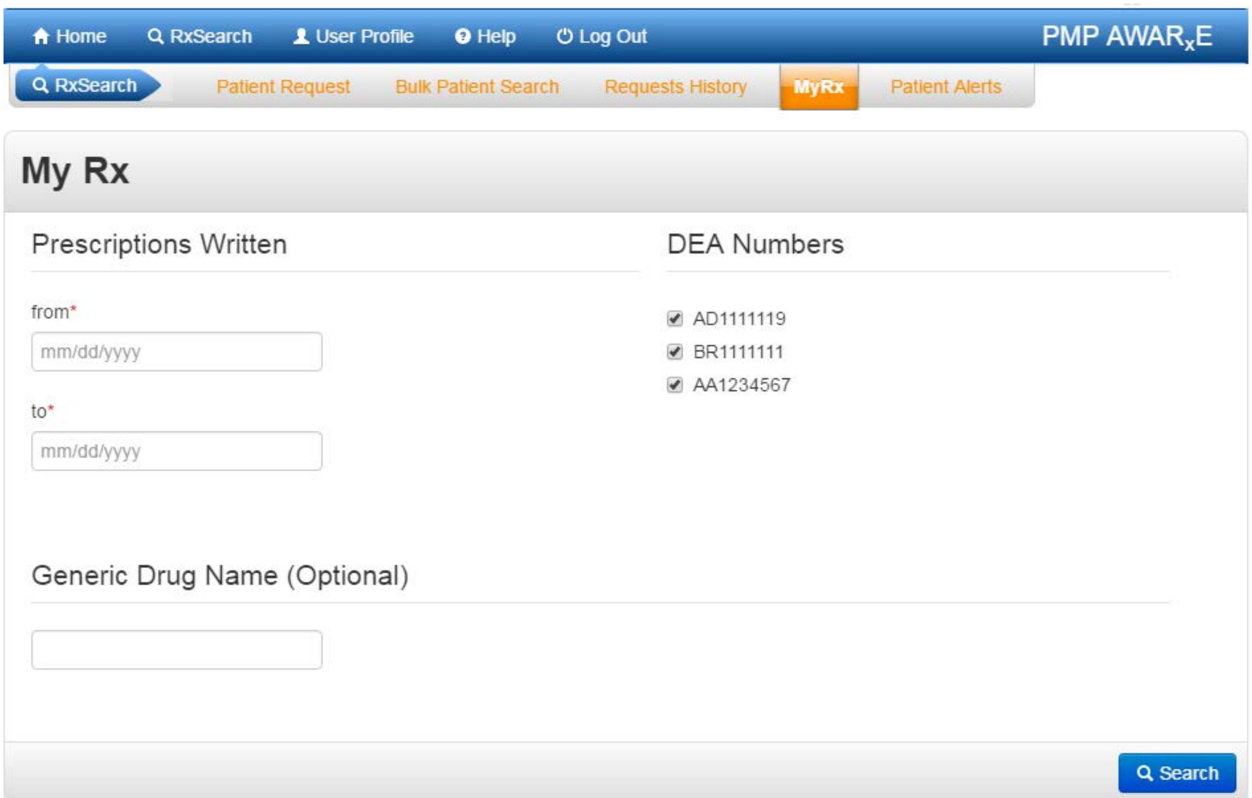
2. The user can modify their search information and resubmit the request.
3. If a patient is identified, but contains no prescription information for the date range searched, the user will see a results screen with no prescription information.

4.2 Request History

1. To view a previous Patient Rx Request, navigate to **RxSearch > Requests History**
2. A list of Patient Rx Requests created in the previous 30 days is displayed.
3. A user can only view Patient Rx Requests they or their delegate have created.
4. Patient Rx Requests in the history list are identified with a status icon
    a. Green check = completed
    b. Yellow ellipses = pending
    c. Red X = rejected
5. A user can select a previous request to view the details of that request at the bottom of the screen.
    a. Search criteria is displayed
    b. PMP states used during the search are displayed
    c. If the request is pending or was denied, the reason is displayed
6. Results may be listed as pending due to the user's role requiring the LA PMP to approve the request prior to the results being displayed.
7. Click the "View" tab to open the results of that request.
    a. Results of previous requests are not updated with new information. If a user requires updated information, they must generate a new request for the patient. Generating a new Rx Request from a previous request can be done by clicking the "Refresh" tab. This will take the user back to the Patient Request screen with all previously used search parameters already populated.

4.3 MyRx

MyRx gives users that have a DEA number associated with their account to run a self-report to see what prescriptions have been filled where they were listed as the prescriber. **NOTE:** This section is only visible if the LA PMP has it enabled.



Enter a date range to search then click the DEA number(s) you want to run a report on.

MyRx

Back

Report Prepared: 2016-04-22 17:08:34 UTC

Date Range: 2014-04-01–2016-04-01

▼ **DEA Numbers**

DEA Number	Prescriber Name	Address	City	State	Zip
AD1111119	Appriss Demo Doctor	10401 LINN STATION RD	LOUISVILLE	KY	40223

▼ **Prescriptions**

Date Written	DEA(Last 4)	Patient	Year of Birth	Drug Name	Days Supply	Pharmacy	Pharmacy Address
03/06/2016	1119	TESTPATIENT, ROBERT	1900	ACETAMINOPHEN-COD #3 TABLET	30	Appriss Inc	10401 LINN STATION RD STE 200 LOUISVILLE KY 40223
03/02/2016	1119	DOE, JOHN	1900	HYDROCODON-ACETAMINOPHN 10-325	1	Appriss Inc	10401 LINN STATION RD STE 200 LOUISVILLE KY 40223
03/01/2016	1119	DOE, JOHN	1900	HYDROCODON-ACETAMINOPHN 10-325	1	Appriss Inc	10401 LINN STATION RD STE 200 LOUISVILLE KY 40223

4.4 Patient Alerts

If this function is utilized by the LA PMP, this section shows the most recent patient alerts. New alerts that have not been viewed are **bold** and have the word "NEW" next to them. Clicking the name will take the user immediately to the report normally found under **RxSearch > Patient Alerts**. **NOTE:** This section is only visible if the LA PMP has it enabled. This section is also user role dependent, meaning that certain roles will be unable to view this section.

Home | RxSearch | User Profile | Help | Log Out — PMP AWAR$_x$E

RxSearch | Patient Request | Bulk Patient Search | Requests History | MyRx | Patient Alerts

Patient Alerts

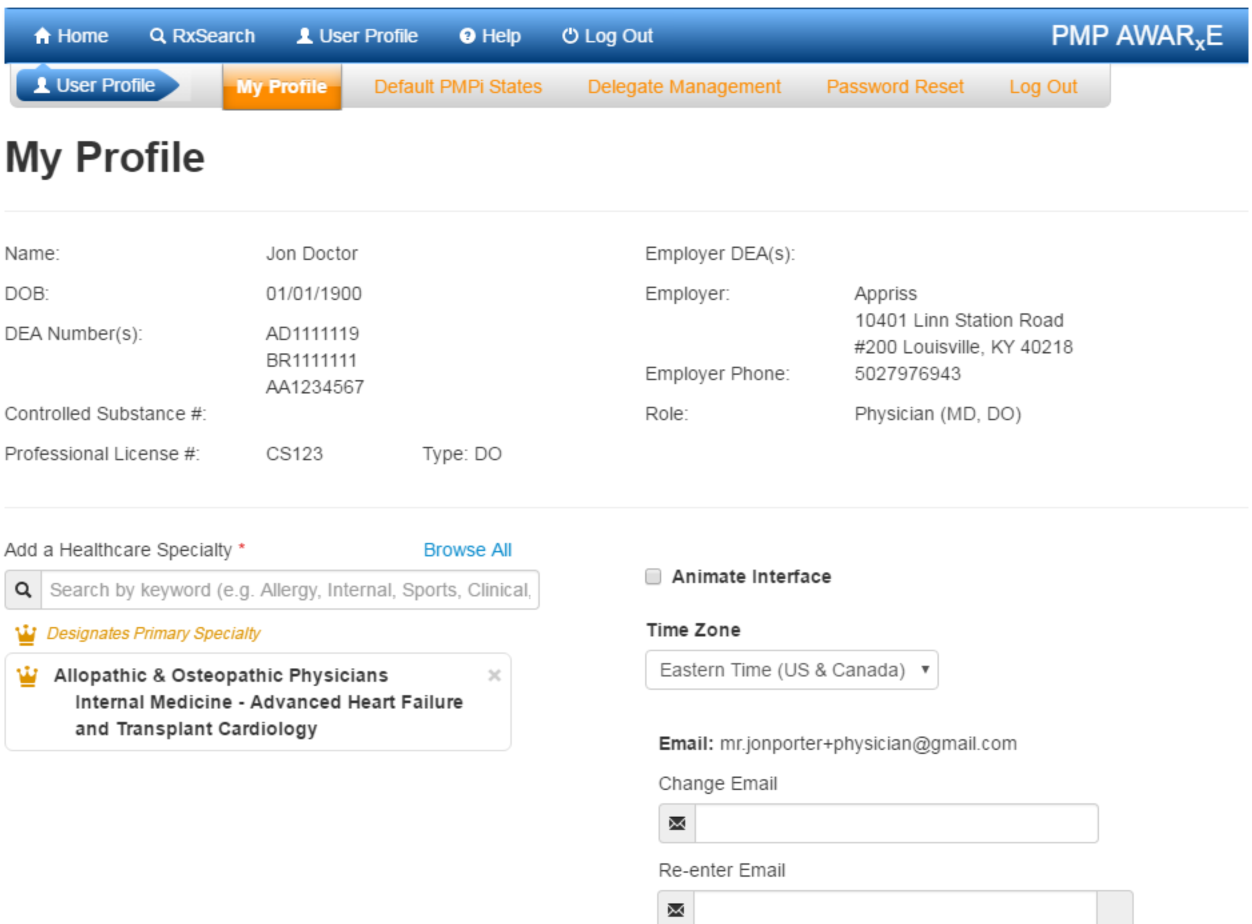
Patient Full Name	DOB	Alert Date	Alert Letter	Delivery Method
NEW **JOHN DOE**	**01/01/1900**	**04/21/2016**	**PDF**	**Email**
CAROL TESTPATIENT	01/01/1900	04/06/2016	PDF	Email
NEW **ROBERT TESTPATIENT**	**01/01/1900**	**04/06/2016**	**PDF**	**Email**
NEW **JOHN DOE**	**01/10/1900**	**04/06/2016**	**PDF**	**Email**
NEW **ALICE TESTPATIENT**	**01/01/1900**	**04/06/2016**	**PDF**	**Email**
NEW **JOHN DOE**	**01/01/1900**	**04/06/2016**	**PDF**	**Email**
NEW **STEVE WOJAKOWSKI**	**01/01/1900**	**04/06/2016**	**PDF**	**Email**

5 User Profile Management

Depending on which role privileges are enabled by the LA PMP, not all features in this section will be available to users. The User Profile section allows users to view and edit certain aspects of their PMP AWAR$_{x}$E account.

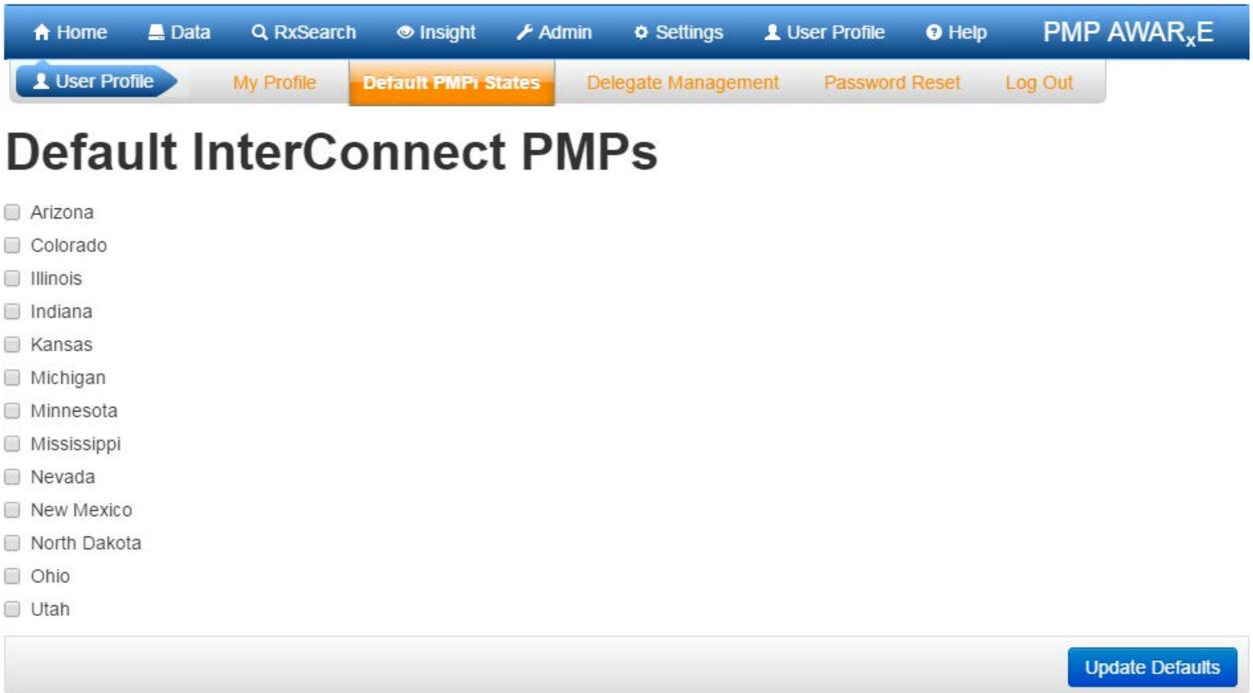
5.1 My Profile

The My Profile section allows users to view their account demographics such as role, license number, employer details, etc. Users have the ability to update their email address, Healthcare Specialty, time zone, and, if they are a delegate, supervisors. Updating personal or employer information must be requested through the LA PMP.



5.2 Setting Default PMP InterConnect (PMPi) states

PMP AWAR$_{x}$E is configured to integrate with PMPi to expand search capabilities when researching patient prescription history. The LA PMP can configure the software to allow searching additional states using the pre-established rules of PMPi. Users have the ability to select from a list of states and can configure states to be selected by default when performing patient Rx searches.



1. The user navigates to **User Profile > Default PMPi States**
2. A list of available states is displayed. These states are the states the LA PMP has configured to be available for expanded searching within PMP AWAR$_X$E.
3. The user selects the states they want preselected when creating a new Patient Rx request.
4. The user clicks the "Save" tab to save their selections.
5. When the Patient Rx request screen is used to create a new request, the selected default states will now automatically be included in the search results.
    a. Users can deselect default states as they choose.

5.2.1 Using PMPi with a Patient Rx Search

1. When creating a new Patient Rx request, a list of available PMPi states is listed on the right side of the screen.
2. A user can select as many states as they wish to also include patient prescription history to be obtained from those states through PMPi.
3. PMP AWAR$_X$E will submit the request for the patient to the PMPi systems of the selected states.
4. Results from those states are included in the final Patient Rx report.
    a. The report does not separate patient prescription history on a state by state basis. It incorporates all information from all sources into a single report.

5.3 Delegate Management

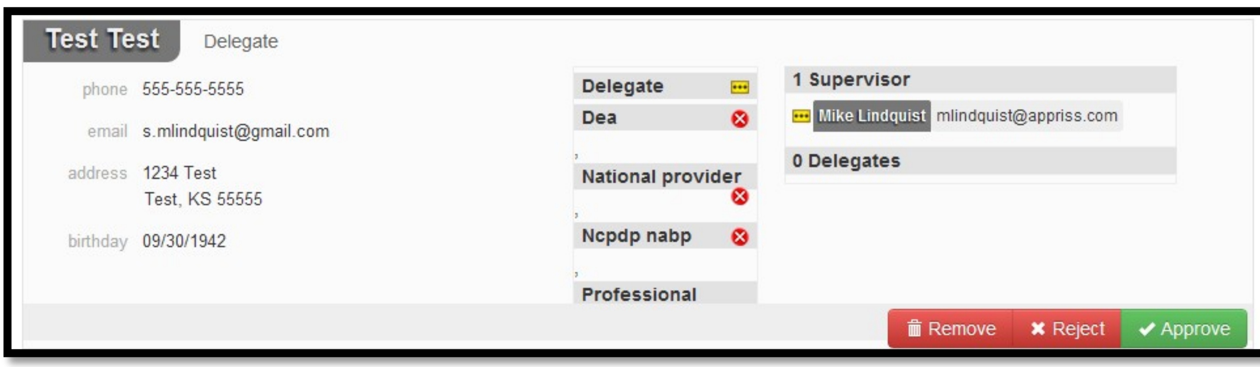
Delegates associated with a user's account are displayed in a table found at **User Profile > Delegate Management**. From this screen, a supervisor is able to approve or reject new delegates. They can also remove existing delegates from their account.

5.3.1 Approving and Rejecting Delegates

1. When a user registers as a delegate for a supervisor, the supervisor receives an email alert that a delegate account is pending their approval.

2. The user logs in to the PMP AWAR$_X$E application (https://louisisana.pmpaware.net/login) and selects **User Profile > Delegate Management**.
3. From the Delegate Management screen, the user is able to see all delegates associated with their account. New Delegates are identified with the pending symbol in the Delegate Status column.

4. The user selects the delegate to view their information in the detail card at the bottom of the screen.



5. To approve or reject the delegate, the supervisor must click the appropriate tab under the delegate's information. The delegate's status turns green if it's approved or will be removed if it's rejected.

5.3.2 Removing Delegates

1. If a supervisor decides to remove a delegate from their account, the user selects **User Profile > Delegate Management**.
2. The user chooses the active delegate from the list displayed.
3. The user clicks the "Remove" tab in the detail card at the bottom of the screen.
4. The delegate will be placed back in the pending status which is indicated by a yellow icon. The delegate will not be removed from the supervisor's list.
    a. If a supervisor wants to add a delegate again at a later date, the supervisor can locate the former delegate in their list and select approve to add the delegate to their account.
    b. If a supervisor wants to completely remove the delegate from their account, the supervisor can select the former delegate and click the "Reject" tab. This will remove them from the supervisor's account permanently.

5.4 Password Management

Password management can be handled within PMP AWAR$_X$E by the user. The user's password will expire after 90 days per HIPAA regulations. A user is able to proactively change their password before it expires through their User Profile.

5.4.1 Changing Your Password

1. When a user wants to change their current password, they select the **User Profile > Password Reset** section.
2. The user must then enter their current password and then enter their new password twice.
3. The new password will take effect once the user has logged out.

5.4.2 Reset Password

1. When a user has forgotten their password or their password has expired, the user should click the link named "Reset Password" on the login screen.
2. The user must enter the email address they used to register.
3. The user will receive an email containing a link to reset their password.
    a. The link will only be active for 20 minutes. After the time has expired, the user will need to repeat these steps to generate a new password reset email.
4. The user must enter the new password twice and then save the password.

6 Rx Management

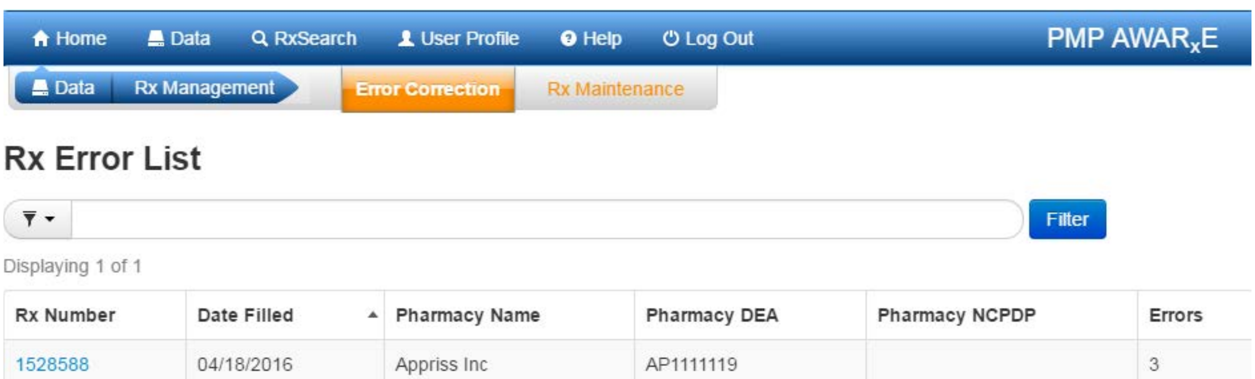
If enabled by the LA PMP for the user's role type, the Rx Management section will be available. The Rx Management section allows users to correct dispensation errors for records that were submitted via the PMP Clearinghouse. This can be extremely beneficial to data submitters that use a 3rd party vendor to submit their dispensation records and do not have their own PMP Clearinghouse account, or pharmacists working for a large chain that do not have direct access the corporate PMP Clearinghouse account to resolve dispensation errors themselves.

6.1 Correcting Errors

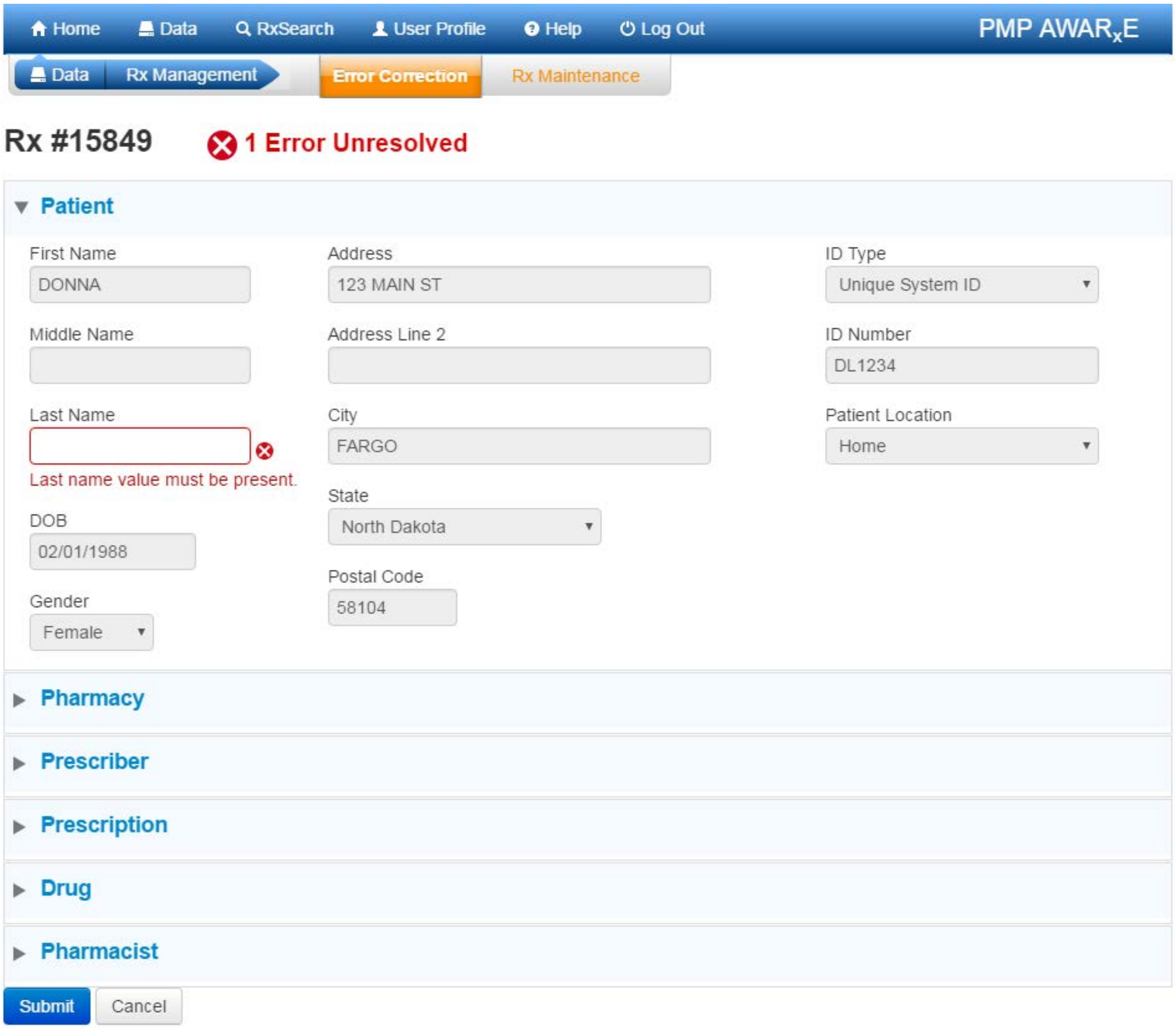
Prerequisites for making corrections:

- LA PMP must have Rx Management enabled for user's role type.
- User's Employer Identifiers (DEA, NCPDP, or NPI) must match that of the dispenser (i.e. Pharmacy).

1. Navigate to **Data > Rx Management > Error Correction**. A list of errors available to the user will be displayed.
2. Click the Rx Number which is a hyperlink.



3. The prescription with error is displayed. The specific error will be noted in red text. Input the missing/invalid data. **NOTE**: Only fields that have errors (i.e. failed validation) are editable. Updates to fields that were not flagged for errors must still be done via the PMP Clearinghouse. For example, updating the spelling of a patient's name cannot be done from within this module.



4. Click the “Submit” tab.

7 Assistance and Support

7.1 Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

Contact Appriss at

1-844-474-4PMP (1-844-474-4767)

Technical assistance is available Monday – Friday 8AM – 8PM EST.

7.2 Administrative Assistance

If you have non-technical questions regarding the Louisiana PMP policies and regulations, please contact:

Lindsey Schultz
Administrative Assistant III
Prescription Monitoring Program
Louisiana Board of Pharmacy
3388 Brentwood Drive
Baton Rouge, LA 70809-1700
✉ lschultz@pharmacy.la.gov

8 Document Information

8.1 Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.